HUSSMANN'SPECIALTY 112023



Q4-DV DELL/BAKERY SERVICE MERCHANDISER

USER MANUAL

Q4 - Q4-DV-4-R

- Q4-DV-8-R - Q4-DV-12-R

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Case Description:

Description: Refrigerated Service Deli Merchandiser

Shipping Damage: All equipment should be thoroughly examined for shipping damage before and during unloading. This equipment has been carefully inspected at our factory and the carrier has assumed responsibility for safe arrival. If damaged, either apparent or concealed, claim must be made to the carrier Immediately.

Apparent Loss or Damage: If there is an obvious loss or damage, it must be noted on the freight bill or express receipt and signed by the carrier's agent; otherwise, carrier may refuse claim. The carrier will supply necessary claim forms.

Concealed Loss or Damage: When loss or damage is not apparent until after all equipment is uncrated, a claim for concealed damage is made. Make request in writing to carrier for inspection within 15 days, and retain all packaging. The carrier will supply inspection report and required claim forms.

Shortages: Check your shipment for any possible shortages of material (See Parts List page 9). If a shortage should exist and is found to be the responsibility of Hussmann Chino, notify Hussmann Chino. If such a shortage involves the carrier, notify the carrier immediately, and request an inspection. Hussmann Chino will acknowledge shortages within ten days from receipt of equipment.

Hussmann Chino Product Control: The serial number and shipping date of all equipment have been recorded in Hussmann's files for warranty and replacement part purposes. All correspondence pertaining to warranty or parts ordering must include the serial number of each piece of equipment involved, in order to provide the customer with the correct parts.

Location/Store Conditions: The Q4-DV refrigerated merchandiser has been designed for use only in air conditioned stores where temperature and humidity are maintained at or below 75°F Dry bulb and 55% relative humidity. DO NOT allow air conditioning, electric fans, ovens, open doors or windows (etc.) to create air currents around the merchandiser, as this will impair its correct operation.

Keep this booklet with the case at all times for future reference.





This equipment is to be installed to comply with the applicable NEC, Federal, State, and Local Plumbing and Construction Code having jurisdiction.

Case Sections

Q4-DV Multi-Deck Service Deli Case





Unloading

NOTICE

Do NOT remove Foam Blocks from shelves and glass until the merchandisers are positioned for installation. Shelves or merchandising glass may be damaged.



Case is to arrive at store as was shipped form factory. See reference above for proper shipment referencing. (Not actual case)

Receiving Case

Upon receiving your new Hussmann Case all equipment should be thoroughly examined for shipping damage before and during unloading. This equipment has been carefully inspected at our factory. Any claim for loss or damage must be made to the carrier. The carrier will provide any necessary inspection reports or claim form.

If there is obvious loss or damage, it must be noted on the freight bill or express receipt and signed by the carrier's agent; otherwise carrier may refuse claim.

Q4-DV Lifting and Transport Instructions

- 1. The Q4-DV can be lifted by a forklift at typical lifting points.
- 2. Ensure lower body panels are removed before lifting with a forklift. Serious damage will occur if the body panels are not removed. (Shipped loose from factory)
- 3. Make sure that fork spacing and width will not damage drain or come in contact with piping, or electrical lines
- 4. Be sure that the forks are long enough to support beyond the center of the case but not damage near components. Check for proper balance before moving. A minimum fork length of 36" is recommended for 68" wide cases

- 5. The Q4-DV merchandiser can be raised at one end underneath the deck with a forklift or J-Bar if forklift is not accesible to allow the placement of rollers or dollies.
- 6. Evenly support the entire base structure on rollers or dollies before attempting to move. Each Base Leg must have its own dollie to properly support the case.



Improper placement of forks may damage drainage piping. Use a spotter when placing forks. Make sure that piping will not be damaged. Use J-Bars or Jacks if forks cannot be used safely

Lifting Points are typical and dependent upon size of case and refrigeration application, drainage configurations will call for altercations in Lifting Zones.

Below are the following drainage configurations and lifting should be altered to the expected model.



Q4-DV Drain Location

Skid Removal

Important: See lifting instructions to properly lift case when being placed on dollies or permanent location. (See page 6 for Lifting Instructions.)

Lifting Points

Leave all hardware and fittings in place until case is located at or near its preferred location. Using forklift or J-Bar lift the case from the skid and placing dollies underneath each base leg, proceed to moving the case to its designated location if not done so already.



Dollie Placement

The Illustration below demonstrates perfect placement of a dollie per 1 side for both base legs of the merchandiser.



Move the fixture as close as possible to its perma-

nent location and then remove all packaging and prepare to remove off Skid. Remove all separately packed accessories such as kits, and panels. Check for damage before discarding packaging.

Hardware Removal

Remove screws as well as fastened plates bolted to skid at each base leg.



Remove fastened plates only upper base legs are to remain fastened onto case.



Once the fastened plates are removed a J-Bar can be used to lift at each end of the leg bases to remove the below skid

Level Case

Position the case at the highest point. Set a long magnetized level (4ft [1220 mm] or more) on either underneath the deck or on top of the case. Ensure to level case from front to back and side to side.



Level Adjustment

Use shims at each corner of the case to level out any discrepancies in order to optimize case performance and proper drainage. Note: To avoid removing concrete flooring, begin line up levelling from the highest point of the store floor.



Joint Trim Packlist



Setting and Joining

The sectional construction of these models enable them to be joined in line to give the effect of one continuous display.

An alignment pin kit is supplied with every case and must be used in alignment.

Leveling

IMPORTANT! IT IS IMPERATIVE THAT CASES BE LEVELED FROM FRONT TO BACK AND SIDE TO SIDE PRIOR TO JOINING. A LEVEL CASE IS NECESSARY TO INSURE PROPER OPERATION, WATER DRAINAGE, GLASS ALIGNMENT AND OPERATION OF THE HING-ES SUPPORTING THE GLASS. LEVELING THE CASE CORRECTLY WILL SOLVE MOST HINGE OPERATION PROBLEMS.

Snapping Chalk Lines

Prepare permanent positioning by marking floors with Chalk snap lines where cases are to be located. Chalk lines are to run along the base or legs of cases.





Setting

STEP 1. Using case blueprints, measure off and mark on the floor the exact dimensions of where the cases will sit. Snap chalk line for front and back positions of base rail or pedestal. Mark the location of each joint front and back. Find the highest point throughout the lineup. FLOORS ARE NORMALLY NOT LEVEL! Determine the highest point of the floor; cases will be set off this point. All cases in the entire lineup must be brought up to the highest level of the case sitting at the highest point in the lineup. STEP 2. Set first case over the highest part of the floor and adjust legs so that case is level.

STEP 3. Set second case within one foot (1') of the first case. Keep the supports along the length of the case and far end of case. Level case to the first using the instructions in step one.



STEP 4. Apply liberal bead of case joint sealant (Silicone) to first case. Sealant area is shown in illustration. Apply heavy amount to cover entire shaded area. (pg10)

STEP 5. Slide second case up to first case snugly. Then level second case to the first case so glass front, bumper and top are flush.

STEP 6. To compress butyl at joint, use two Jurgenson wood clamps. Make sure case is level from front to back and side to side on inside bulkheads at joint.

STEP 7. Attach sections together.

STEP 8. Apply bead of butyl to top of bulk heads and slide on stainless steel bulkhead cap as pictured below. Also apply silicone to seam between joints.



Q4-DV Arm Adjustment

Step 1. Ensure case is level. Check level at bulkhead as shown. (Level 1)

Step 2. Unscrew and remove access covers.

Step 3. Loosen top and bottom hinge vertical adjustment screws.

Step 4. Place level on the top of case as shown (Level 2)

Step 5. Using a 1/2" open-ended wrench, turn the Turn-Buckle Connecting Rod until level 2 indicates that the arm is level (Note: Some Turn-Buckles may be reverse threaded.) Test turning direction by observing the effect of turn direction. IMPORTANT! Preload the canopy arm to minimize sag from product.

IMPORTANT! ATTEMPTING TO COMPEN-SATE FOR POOR INSTALLATION PRACTIC-ES BY MANIPULATING THE CANOPY HARD-WARE WILL RESULT IN UNSATISFACTORY WORKMANSHIP AND POSSIBLY CAUSE HARDWARE FAILURE AND/OR INJURY.





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Q4-DV Glass Adjustment

Follow these steps accordingly to properly and safely adjust the position of the front glass.

BEFORE ADJUSTING GLASS

- SET, LEVEL, AND BOLT TOGETHER ALL CASES.
- DOUBLE CHECK LEVELING FOR ALL CASES.
- DO NOT MOVE LINEUP DURING ADJUST-MENT.

Glass must be parallel to ledge when viewed from front. Glass height should be centered on "V" glass seal as demonstrated below.





Front Body Panel Install

A Phillips Screw Driver/Bit will be needed to install body panels.

To begin Bottom panel assembly place panel A along side the base of the case and lower panel on to support hooks along the bottom of the base (See illustration below for details).



Fasten Rear Body Panel Install

- (1) Align pre drilled holes to base of case
- (2) Secure top and bottom of rear panel using fasteners as shown below.



Fasten Front Body Panel Install

- (1) Secure Panel A with top fasteners only.
- (2) Overlay Panel B to bottom of Panel A as shown in illustration below

*Note Panel B will be attached freely with no pre drilled holes.



Refrigeration

Refrigerant

The correct type of refrigerant will be stamped on each merchandiser's serial plate. **The case refrigeration piping is pressurized with a nitrogen holding charge, leak tested and factory sealed.** Before making refrigeration hookups, depress universal line valve (Shraeder Valve) to ensure that coils have maintained pressure during shipment. If in the case pressure was not maintained, contact your Hussmann Service Tech for further assistance.



Refrigeration lines are under pressure. Refrigerant must be recovered before attempting to make any connections.

WARNING! Do NOT apply thread

sealer to ABS P-Trap.



Refrigerant piping

The refrigerant line connections are at the right hand end of the case (as viewed from the front) beneath the display pans. The merchandiser will beforehand ensure an earlier cut hole through the pod to exit the merchandiser for the refrigeration lines. After connections have been made, make certain to seal this outlet thoroughly if not sealed at factory already. Seal both the inside and outside. We recommend using an expanding polyurethane foam insulation.

Line Sizing

Refrigerant should be sized as shown on the refrigeration legend that is furnished for the store or according to the ASHRAE guidelines.

Oil Traps

Oil traps must be installed at the base of all suction line vertical risers on refrigerated cases.

P-Traps

P-traps must be installed at the base of all refrigerated cases. The 1 $\frac{1}{2}$ " P-TRAP and threaded adapter must be installed to prevent air leakage and insect entrance into the fixture.



Refrigeration Spec Sheets



REFRIGERATION DATA:

| | 0.005 | | CAPACI (BTU/H | | т | EMPERA | VELOCITY | | |
|---|---------------------|---------------|------------------------|--------------|-------|--------------|-------------------------|----------|--|
| | CASE LENGTHS | CASE USAGE | GE RATING CONDITION | | EVAPO | RATOR | DISCHARGE AIR * (°F) | (FT/MIN) | |
| | | | NSF 7 | AHRI 1200 | NSF 7 | AHRI 1200 | NSF 7 | NSF 7 | |
| j | 4',5',6',8',10',12' | DELI / BAKERY | 400 | 400 | 22 | 22 | 25~27 | 250~400 | |
| 1 | 45° OS | DELI / BAKERY | 1120 | 1120 | 22 | 22 | 26~28 | 250~400 | |

| CASE | EST. REFG. CHRG. | 20°F GLYCOL 6° RISE | | | | | |
|--------|------------------------|------------------------|-----|--|--|--|--|
| | 404a (LBS) | GPM | PSI | | | | |
| 4' | 1.2 | 0.6 | 1.4 | | | | |
| 5' | 1.3 | 0.8 | 2.3 | | | | |
| 6' | 1.3 | 0.9 | 0.9 | | | | |
| 8' | 1.4 | 1.2 | 1.7 | | | | |
| 10' | 1.5 | 1.2 | 1.7 | | | | |
| 12' | 1.6 | 1.7 | 2.0 | | | | |
| 45° OS | 1.2 | 0.4 | 0.2 | | | | |

*FRONT DISCHARGE AIR MEASURED INSIDE AIR CURTAIN HONEYCOMB **REFRIGERATION NOTES:

41 1/2 (1054)

1) BTU'S INCLUDE TWO ROWS OF CANOPY LIGHTS. ADD 10 BTUS PER FOOT, PER SHELF FOR OPTIONAL LED LIGHTS 2) AHRI 1200 RATING POINT FOR ENERGY CONSUMPTION COMPARISON ONLY 3) RATING CONDITION IS NSF TYPE I, 75°F/55% RH

41 1/2 (1054)

REFRIGERATION DATA CONTINUED:

| REFRIGERATIO | REFRIGERATION DATA CONTINUED: | | | | | | | | | | | END PANEL WIDTH KEY | | | |
|---------------|---|---------|----------|-------|----------------------|---------------|------|--------------|--|------------------|-------|-----------------------------|--|--|--|
| | ELEC. THERMOSTAT / AIR SENSOR SETTINGS | | DEFROST | TIME | DEFROST | TERM. TEMP | DRIP | DEFROST | | # OF END PNLS | WIDTH | TOTAL ADDED LENGTH (IN.) | | | |
| USAGE | | CUT OUT | TYPE | (MIN) | FREQUENCY (#/DAY) | (°F) COIL | TIME | (LBS/DAY/FT) | | THES | (IN.) | . , | | | |
| | (°F) | (°F) | | | | ONLY | | | | 1 | 1.125 | 1.125 | | | |
| DELI / BAKERY | 27 | 24 | OFF TIME | 30 | 3 | 45 | N/A | 1.0 | | 2 | 1.125 | 2.25 | | | |

ELECTRICAL DATA:

STANDARD FANS, HEATERS, LED LIGHTS (115 VOLT)

| CASE LENGTH | | EVAF | ORATOR F | ANS | | | | | | | OPTIONAL LED SHELF LIGHTS | | MAX. LED LOAD (W/ ALL OPTIONS) | | ANTI-SWEAT HEATERS | | CONVENIENCE OUTLETS (OPTIONAL) | | |
|-------------|----------------------|---------------------|--------------------|---------|---------|---------------------|---------|--------|------|-------|------------------------------|-------|-----------------------------------|-------|-----------------------|-------|-----------------------------------|-------|------|
| CASE LENGTH | # OF EVAP FANS | BLADE DIA. (IN.) | BLADE PITCH (°) | AMPS | WATTS | # OF A/S FANS | AMPS | WATTS | AMPS | WATTS | AMPS | WATTS | AMPS | WATTS | AMPS | WATTS | # OUTLETS | VOLTS | AMPS |
| 4' | 2 | 6.7 | 20 | 0.24 | 16 | 1 | 0.04 | 5 | 0.30 | 35 | 0.27 | 31 | 0.57 | 66 | 1.30 | 150 | 1 | 115 | 15 |
| 5' | 2 | 6.7 | 20 | 0.24 | 16 | 1 | 0.04 | 5 | 0.38 | 44 | 0.34 | 39 | 0.72 | 83 | 1.65 | 190 | 1 | 115 | 15 |
| 6' | 4 | 6.7 | 20 | 0.48 | 32 | 2 | 0.08 | 9 | 0.42 | 49 | 0.26 | 30 | 0.69 | 79 | 1.96 | 225 | 1 | 115 | 15 |
| 8' | 4 | 6.7 | 20 | 0.48 | 32 | 2 | 0.08 | 9 | 0.60 | 69 | 0.54 | 62 | 1.14 | 131 | 2.61 | 300 | 1 | 115 | 15 |
| 10' | 4 | 6.7 | 20 | 0.48 | 32 | 2 | 0.08 | 9 | 0.77 | 88 | 0.68 | 78 | 1.45 | 166 | 3.26 | 375 | 1 | 115 | 15 |
| 12' | 6 | 6.7 | 20 | 0.72 | 48 | 1 | 0.12 | 14 | 0.90 | 104 | 0.81 | 93 | 1.71 | 197 | 3.91 | 450 | 2 | 115 | 30 |
| 45° OS | 1 | 6.7 | 30 | 0.12 | 8 | 1 | 0.04 | 5 | 0.12 | 14 | 0.13 | 15 | 0.25 | 29 | 1.04 | 120 | 1 | 115 | 15 |
| | | *** INCRE | EASE FAN E | BLADE P | ITCH BY | 5° FOR | LOAF RA | CK OPT | ION | | | | | | | | | | |

| | OPTIONAL HIGH OUTPUT LED LIGHTS (115 VOLT) | | | | | | | | |
|-------------|--|-------|-----------------------|-------|------|-----------------|----------------------------|-------|--|
| CASE LENGTH | | | LIGHTS OPTIONAL SHELF | | | I.O. LED DAD | LEDGE LIGHTS (OPTIONAL) | | |
| | AMPS | WATTS | AMPS | WATTS | AMPS | WATTS | AMPS | WATTS | |
| 4' | 0.39 | 45 | 0.40 | 46 | 0.79 | 91 | 0.09 | 10 | |
| 5' | N/A | N/A | N/A | N/A | N/A | N/A | 0.11 | 13 | |
| 6' | N/A | N/A | N/A | N/A | N/A | N/A | 0.13 | 15 | |
| 8' | 0.78 | 90 | 0.79 | 91 | 1.57 | 181 | 0.18 | 21 | |
| 10' | N/A | N/A | N/A | N/A | N/A | N/A | 0.23 | 26 | |
| 12' | 1.17 | 135 | 1.19 | 137 | 2.36 | 272 | 0.27 | 31 | |
| 45° OS | N/A | N/A | N/A | N/A | N/A | N/A | 0.07 | 8 | |

Merchandiser Electrical Data

Technical data sheets are shipped with this manual. The data sheets provide merchandiser electrical data. Refer to the technical data sheets and merchandiser serial plate for electrical information.

Electrical Connections

All wiring must be in compliance with NEC and local codes. All electrical connections including both supply circuits are to be made in the electrical J-Box.

ALWAYS CHECK THE SERIAL PLATE FOR **COMPONENT AMPERES**

Field Wiring

Field wiring must be sized for component amperes stamped on the serial plate (refer to pg 16 for location). Actual ampere draw may be less than specified.

Identification of Wiring

Leads for all electrical circuits are identified by colored plastic bands. These bands correspond to the color code sticker (shown below) located inside the merchandiser's wireway cover.

--LOCK OUT/ TAG OUT--

To avoid serious injury or death from electrical shock, always disconnect the electrical power at the main disconnect when servicing or replacing any electrical component. This includes, but is not limited to, such items as doors, lights, fans, heaters, and thermostats.

STANDARD CASE WIRE COLOR CODE CODIGO DE COLORES DE LOS ALAMBRES PARA LAS VITRINAS ESTANDAR CODE COULER POUR FILS DE BOITIER NORMALISE

| COLOR DESCRIPTION | DESCRIPCION |
|------------------------|---------------|
| GROUND | TIERRA MASA |
| ANTI-SWEAT | ANTICONDENSAG |
| LIGHTS | LUCES |
| RECEPTACLES | ENCHUFES |
| T-STAT/SOLENOID 230VAC | TERMOSTATO/SO |
| T-STAT/SOLENOID 115VAC | TERMOSTATO/S |
| T-STAT/SOLENOID 24VAC | TERMOSTATO/S |
| FAN MOTORS | VENTILADORES |

BLUE CONDENSING UNIT

- ASA

- DENSACION
- S
- TATO/SOLENOIDE (230VAC)
- TATO/SOLENOIDE (115VAC) TATO/SOLENOIDE (24VAC)

UNIDAD DE CONDENSACION

ANTI-SUINTEMENT **ECLAIRAGE** PRISE DE COURANT SOUPAPE A SOLENOID (230 VAC) SOUPAPE A SOLENOID (115 VAC) SOUPAPE A SOLENOID (24 VAC) VENTILATEUR

DESCRIPTION

MASSE

- UNITE DE CONDENSATION

USE COPPER CONDUCTORS ONLY UTILISEZ LES CONDUCTEURS DE CUIVRE SEULEMENT UTILICE LOS CONDUCTORES DE COBRE SOLAMENTE 430-01-0338 R101003

Electrical Cont'd

Remove Rear Raceway

The merchandisers electrical access is located at the rear of the case. Fasteners must be removed in order to gain access. See illustration below.

Remove rear raceway from rear of case.

Electrical Conduit (Electrical Box)

The merchandisers electrical conduit can be found inside the compartment at the rear. Removing the raceway will gain access to the electrical components inside the J-Box allowing any maintenance necessary.

7 0 Í THERMOMETER LOCATION 0 7 0 n THERMOMETER •l0 () ALTERNATE LOCATION 00 CASE SWITCHES

















User Information

Start Up

See the merchandisers Data Sheet Set for refrigerant settings and defrost requirements. Bring merchandisers down to the operating temperatures listed on the Data Sheet.



--LOCK OUT/ TAG OUT--

To avoid serious injury or death from electrical shock, always disconnect the electrical power at the main disconnect when servicing or replacing any electrical component. This includes, but is not limited to, such items as doors, lights, fans, heaters, and thermostats.

Shelf Configuration

Q4-DV Shelves were designed for ease of use in removing, inserting and modifying shelf configuration with a simple retaining hooks system (As Shown below)



Load Limit

Each Merchandiser has a load limit. Shelf life of perishables will shorten if load limit is violated.

AT NO TIME SHOULD THE MERCHANDISER BE STOCKED BEYOND THE LOAD LIMITS INDICATED.



Load Limit Line

DO NOT LOAD PAST THE FOLLOWING LOAD LIMIT LINES.



Maintenance

Case Cleaning

Long life and satisfactory performance of any equipment are dependent upon the care it receives. To insure long life, proper sanitation and minimum maintenance costs, the merchandiser should be thoroughly cleaned, all debris removed and interiors washed down, weekly.



TO PREVENT INJURY ALWAYS SHUT OFF POWER DURING CLEANING PROCESS.

Exterior Surfaces

The exterior surfaces must be cleaned with a mild detergent without chloride and warm water to protect and maintain their attractive finish. NEVER USE ABRASIVE CLEANSERS OR SCOURING PADS.

Cleaning Bumpers

Clean bumpers with household spray cleaners.

Cleaning Under Merchandiser

Remove lower body panels. Use a vacuum with a long wand attachment to remove accumulated dust and debris from under the merchandiser.

Cleaning Stainless Steel Surfaces

Use non abrasive cleaning materials, and always polish with the grain of the steel. Use warm water or add a mild detergent to the water and apply with a cloth. Always wipe dry after wetting.

Use non-chlorine containing cleaners such as window cleaners and mild detergents. Do not use cleaners containing salts as this may cause pitting and rusting of the stainless steel finish. Do not use bleach. Clean frequently to avoid build-up of hard, stubborn stains. A stainless steel cleaning solution may be used periodically to minimize scratching and remove stains.

Rinse and wipe dry immediately after cleaning. Never use hydrochloric acid (muriatic acid) on stainless steel.

Interior Surfaces

The interior surfaces may be cleaned with most domestic detergents, ammonia based cleaners and sanitizing solutions that do not contain chloride with no harm to the surface.

Cleaning Coils NEVER USE SHARP OBJECTS AROUND

COILS. Use a soft brush or vacuum brush to clean debris from coils. Do not puncture Coils! Do not bend fins. Contact an authorized service technician if a coil is punctured, cracked, or otherwise damaged.

ICE in or on the coil indicates the refrigeration and defrost cycle is not operating properly. Contact an authorized Service Technician to determine the cause of icing and to make proper adjustments as necessary. To maintain product integrity, if not done so already, move all product to a cooler until the merchandiser has returned to normal operating temperatures.

Do Not Use:

- Abrasive cleaners and scouring pads, as these will damage the finish.
- A hose on lighted shelves or submerge lighted shelves in water.
- Solvent, oil or acidic based cleaners on any interior surfaces.
- A hose on LED Lights or any other electrical component.

Maintenance Cont'd

Rear Sliding Doors Cleaning:

To ensure proper sliding and eliminate potential damage, the doors must be removed and the tracks cleaned with soap and water weekly.

If, after cleaning, the rear sliding doors become too heavy or difficult to open/close, NSF/USDA H1 lubricant & FDA 21 CFR compliant Silicone Spray may be used as a lubricant on the guide tracks

- 1. Follow the manufacturers directions when using the spray. Hold spray can about 6 inches from the guide tracks. Starting from one end of the track and working your way to the other end, hold down the spray nozzle as you apply a light coating over the track.
- 2. Using a dry paper towel or rag, rub the lubricant into the tracks. If necessary, use additional paper towels or rags to wipe off any excess lubricant.

Additional Notes:

- Recommended product: Mr. Clearco Food Grade Silicone Spray -- manufactured by Clearco Products Co.
- DANGER: DO NOT spray directly on food products. Move food away to a safe location before using he spray
- Apply lubricant weekly, or as needed, especially after cleaning debris from the door tracks
- Should the lubricant ever need to be removed from the tracks, use only soap & water
 - DO NOT use acetone or any hydrocarbonbased solutions even if the manufacturer of the spray product may suggest them
 - Using such products may damage the guide track

Do:

- Remove the product and all loose debris to avoid clogging the waste outlet.
- Store product in a refrigerated area such as a cooler during the cleaning process. Remove only as much product as can be taken to the cooler in a timely manner.
- First turn off refrigeration, then disconnect electrical power to merchandiser.
- Thoroughly clean all surfaces with soap and hot water. Do not use steam or high pressure water hoses to wash the interior. These will destroy the merchandisers' sealing causing leaks and poor performance.
- Avoid direct contact between fan motors and cleaning or rinse water.
- Rinse with hot water, but DO NOT flood. Never introduce water faster than the waste outlet can drain.
- Allow merchandiser to completely dry before resuming operation.
- LED lights are magnetized to each shelf and can be removed easily for any shelf cleaning.
- After cleaning has been completed, remember to restore power back to merchandiser.

Product will be degrade and may spoil if allowed to sit in non-refrigerated area.

Troubleshooting

| Problem | Possible Cause | Possible Solution |
|-------------------------------|---|--|
| Case temperature is too warm. | Ambient conditions may be affecting the case operation. | Check case position in store. Is the case located near an open door, window, electric fan or air conditioning vent that may cause air currents? Case must be located minimum 15 Ft away from doors or windows. Cases are designed to operate at 55% Relative humidity and a temperature of 75°F. |
| | Discharge air temp is out of spec. | Check evaporator fan operation. Check electrical connections and input voltage. |
| | | Fans are installed backwards. Check airflow direction. |
| | | Fan blades are installed incorrectly. Make sure fan blades have correct pitch and are per specification. |
| | | Check to see that fan plenum is installed correctly. It should not have any gaps. |
| | | Check suction pressure and insure that it meets factory specifications. |
| | Case is in defrost. | Check defrost settings. See Technical Specifications section. |
| | Product load may be over its limits blocking airflow. | Redistribute product so it does not exceed load level. There is a sticker on the inside of the case indicating what the maximum load line is. |
| | Coil is freezing over. | Return air is blocked, make sure debris is not blocking the intake section. |
| | | Coil close-offs are not installed. Inspect coil to make sure these parts are on the case. |
| | Condensing coil or evaporator coil is clogged or dirty. | Clean coil. |
| Case temperature is too cold. | The t-stat temp is set too low. | Check settings. See Technical Specifications section. |
| | Ambient conditions may be affecting the case operation. | Check case position in store. Is the case located near an open door, window, electric fan or air conditioning vent that may cause air currents? Case must be located minimum 15 Ft away from doors or windows. Cases are designed to operate at 55% Relative humidity and a temperature of 75°F. |
| Condensation on glass. | Ambient conditions may be affecting the case operation. | Check case position in store. Is the case located near an open door, window, electric fan or air conditioning vent that may cause air currents? Case must be located minimum 15 Ft away from doors or windows. Cases are designed to operate at 55% Relative humidity and a temperature of 75°F. |
| | Inadequate air circulation. | Check if air sweep fans are functioning, check electrical connections. |
| | There is not enough heat provided in the airflow. | Check if air sweep heater is functioning, check electrical connections. |
| | There are glass gaps on the side of the case. | See glass adjustment section. |
| | Glass is not completely shut. | Close glass correctly. |

Troubleshooting Cont'd

| Problem | Possible Cause | Possible Solution | | | | | |
|-------------------------------------|--|--|--|--|--|--|--|
| Water has pooled | Case drain is clogged. | Clear drain. | | | | | |
| under case. | PVC drains under case may have a leak. | Repair as needed. | | | | | |
| | Case tub has unsealed opening. | Seal as needed. | | | | | |
| | If the case is in a line- up, case to case joint is missing or unsealed. | Install case to case joint and seal as needed. | | | | | |
| | Evaporator pan is overflowing (if applicable). | Check electrical connection to evaporator pan. Check float assembly, it should move freely up and down the support stem. Clear any debris. | | | | | |
| Case is not draining | Case is not level. | Level the case. | | | | | |
| properly. | Drain screen is plugged. | Clean drain screen and remove any debris. | | | | | |
| | Drain or P-trap is clogged. | Clear any debris. | | | | | |
| Frost or ice on evaporator coil. | Evaporator fans are not functioning. | Check electrical connections. | | | | | |
| | Defrost clock is not functioning. | Case should be serviced by a qualified service technician. | | | | | |
| | Coil is freezing over. | Return air is blocked, make sure debris is not blocking the intake section. | | | | | |
| | | Coil close-offs are not installed. Inspect coil to make sure these parts are on the case. | | | | | |
| Lights do not come on. | Ballast/light socket wiring. | Check electrical connections. See Electrical Section and check wiring diagram. | | | | | |
| | Ballast needs to be replaced. | Case should be serviced by a qualified service technician. See Electrical Section. | | | | | |
| | Lamp socket needs to be replaced. | Case should be serviced by a qualified service technician. | | | | | |
| | Lamp needs to be replaced. | See Maintenance Section. | | | | | |
| | Light Switch needs to replaced. | Case should be serviced by a qualified service technician. | | | | | |
| Rear sliding doors difficult to | Obstruction / Debris on Door Track | Clean door and tracks. Refer to "Rear Sliding Doors Cleaning" in the Maintenance Section | | | | | |
| Open or Close. | Excessive friction between door glide and track | Lubricate door tracks using recommended lubricant. Refer to "Rear Sliding Doors Cleaning" in the Maintenance Section | | | | | |

HUSSMANN

To obtain warranty information or other support, contact your Hussmann representative. Please include the model and serial number of the product.

Hussmann Warranty / Technical Assistance (800) 592-2060

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